

December 21, 2023



00695 ADFFIN G0141 L001 AUTO \*000006



**Re: NOTICE OF DATA BREACH**

Dear [REDACTED],

We are writing to inform you that on November 28, 2023, we became aware of unauthorized access to personal information that may have included name, contact information, Social Security number, passport information, driver's license, and/or date of birth. Upon discovery, we immediately launched an investigation, engaged third-party forensic experts and restored services. At this time, we do not know for certain whether or not your personal information was impacted. However, out of an abundance of caution, and since you are a current or former employee of The Switch, we are notifying you of the incident and providing identity theft protection services at no charge to you.

Please know that protecting your personal information is something we take very seriously. We apologize for both this unfortunate incident and any inconvenience it may cause you. If you believe your personal information was affected, please contact us so that we may pursue our investigation to the fullest extent of the law.

There are important steps that you can take to reduce the likelihood of identity theft or fraud. The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. You can also order free copies of your annual reports through [www.annualcreditreport.com](http://www.annualcreditreport.com). You should also monitor any suspicious activity associated with your financial accounts. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338) or visit the FTC's website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>. However, if you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency or the Massachusetts Attorney General.

We have arranged for you to receive free credit monitoring for two years to help you protect your identity and credit information. To enroll in this service, please follow the enclosed instructions.

**OBTAINING A POLICE REPORT**

Under Massachusetts law, you have the right to file a police report and obtain a copy of it.

**PLACING A SECURITY FREEZE ON YOUR CREDIT REPORT**

Massachusetts law also allows consumers to place a security freeze on their credit reports free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

To place a security freeze on your credit report, you may go online, call or mail a written request to each of the major consumer reporting agencies as described below.

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	<b>Experian</b>	<b>Equifax</b>	<b>TransUnion</b>
<b>Address</b>	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Equifax Security Freeze P.O. Box 740256 Atlanta, GA 30374	TransUnion LLC P.O. Box 2000 Chester, PA 19016
<b>Phone</b>	1-888-397-3742	1-800-685-1111	1-888-909-8872
<b>Online Security Freeze Form</b>	<a href="https://www.experian.com/freeze/center.html">https://www.experian.com/freeze/center.html</a>	<a href="https://www.experian.com/freeze/center.html">https://www.experian.com/freeze/center.html</a>	<a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a>

To request a security freeze through the mail, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- Complete address (if you have moved in the past five years, provide the addresses where you have lived over the prior five years);
- Proof of current address such as a current utility bill or telephone bill;
- A legible copy of a government issued identification card (driver's license, ID card, military ID, etc.).

**How do I place, temporarily lift, or permanently remove a security freeze for free with Equifax?**

- **Online.** Create an account at <https://www.equifax.com/personal/credit-report-services> You can freeze and unfreeze your credit file in real time using the online services.
- **Phone.** Call Equifax at 1-888-298-0045. You'll be required to give certain information to verify your identity. You'll also have the option to receive a one-time PIN by text message or answer questions based on information in your Equifax credit report for identity verification.
- **Mail.** See [https://assets.equifax.com/assets/personal/Security\\_Freeze\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf) If you are requesting to temporarily lift or permanently remove a security freeze via mail, you'll need to provide the documents listed above to validate your identity and address. After Equifax receives the request and verifies your identity, you will receive confirmation.

**How do I place, temporarily lift, or permanently remove a security freeze for free with Experian?**

- **Online.** Create an account at <https://www.experian.com/freeze/center.html> You can freeze and unfreeze your credit file in real time using the online services.
- **Phone.** Call Experian at 1-888-EXPERIAN (888-397-3742) to place, lift or remove a security freeze.
- **Mail.** Write to: Experian Security Freeze, P.O. Box 9554, Allen, TX 75013. You'll need to provide the documents listed above to validate your identity and address. After Experian receives the request and verifies your identity, you will receive confirmation.

**How do I place, temporarily lift, or permanently remove a security freeze for free with TransUnion?**

- **Online.** Create an account at [https://service.transunion.com/dss/orderStep1\\_form.page](https://service.transunion.com/dss/orderStep1_form.page) or <https://www.transunion.com/credit-freeze> You can freeze and unfreeze your credit file within one hour.
- **Phone.** Call TransUnion at 1-888-909-8872. You'll be required to verify your identity.
- **Mail.** Write to TransUnion LLC, P.O. Box 2000, Chester, PA 19016. If you are requesting to temporarily lift or permanently remove a security freeze via mail, you'll need to provide the documents listed above to validate your identity and address. After TransUnion receives the request and verifies your identity, you will receive confirmation.

We sincerely regret that this incident occurred. If you have any questions, please feel free to call 1-844-687-9163.

Sincerely,

Stacie Kalafa  
Director of Human Resources



Activation Code: [REDACTED]  
Enrollment Deadline: April 30, 2024

## Equifax Credit Watch™ Gold

\*Note: You must be over age 18 with a credit file to take advantage of the product

### Key Features

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications<sup>1</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>2</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>3</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>4</sup>

### Enrollment Instructions

Go to [www.equifax.com/activate](http://www.equifax.com/activate)

Enter your unique Activation Code of [REDACTED] then click “Submit” and follow these 4 steps:

1. **Register:**

Complete the form with your contact information and click “Continue”.

*If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.*

*Once you have successfully signed in, you will skip to the Checkout Page in Step 4*

2. **Create Account:**

Enter your email address, create a password, and accept the terms of use.

3. **Verify Identity:**

To enroll in your product, we will ask you to complete our identity verification process.

4. **Checkout:**

Upon successful verification of your identity, you will see the Checkout Page.

Click ‘Sign Me Up’ to finish enrolling.

**You’re done!**

The confirmation page shows your completed enrollment.

Click “View My Product” to access the product features.

<sup>1</sup>WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers’ personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers’ personal information is at risk of being traded.

<sup>2</sup>The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

<sup>3</sup>Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer’s identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com)

<sup>4</sup>The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

